

FIG. 1

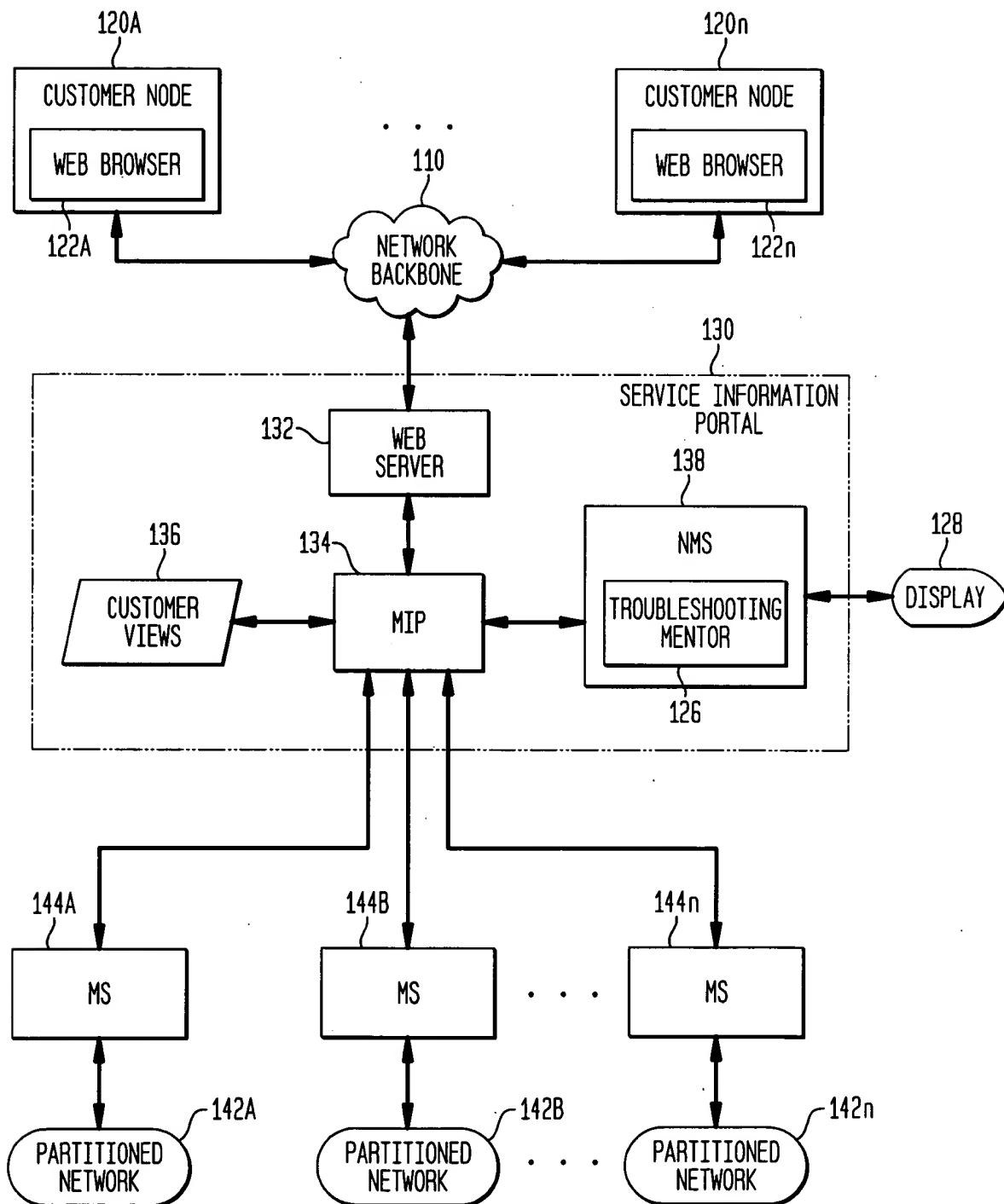


FIG. 2

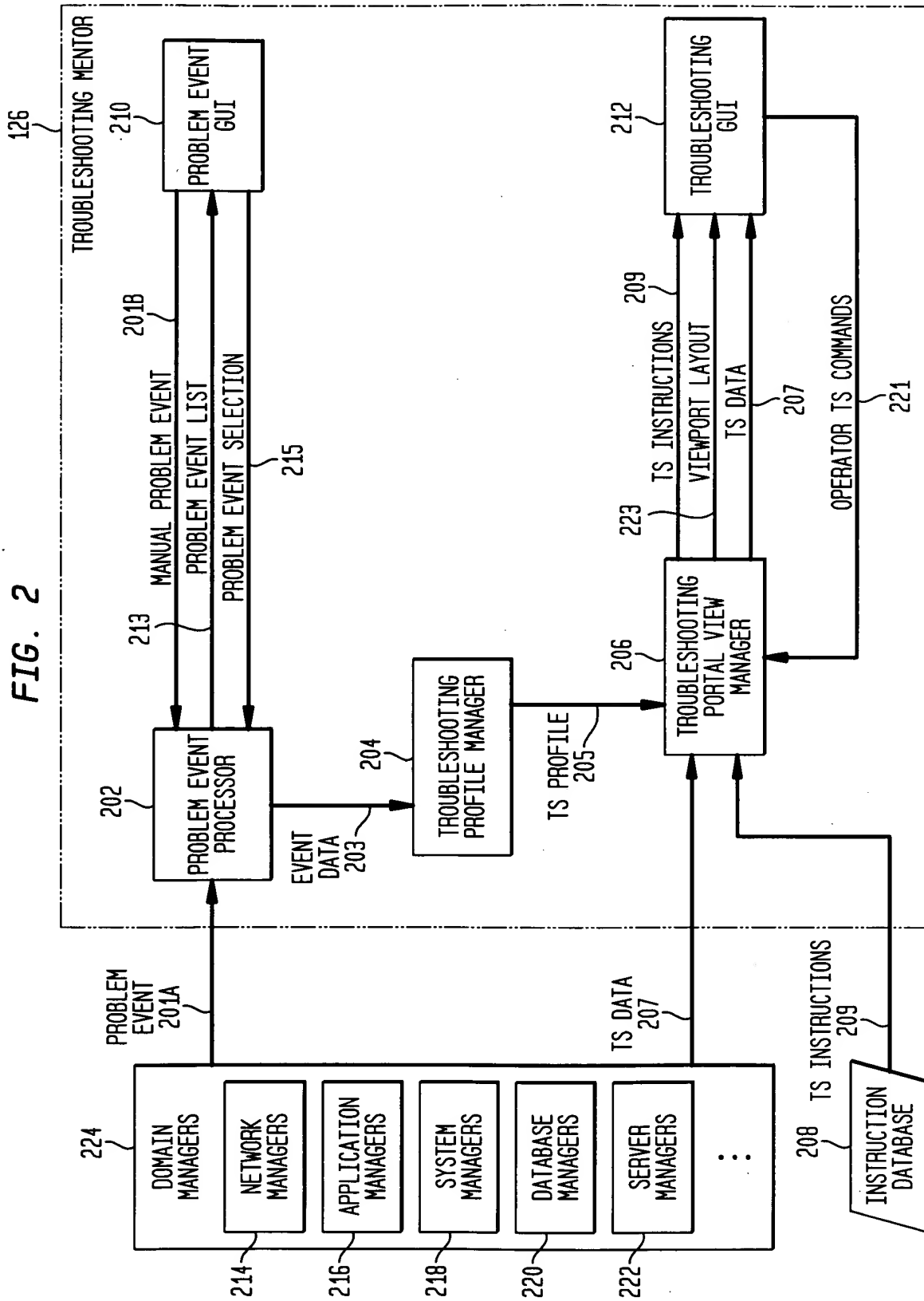


FIG. 3

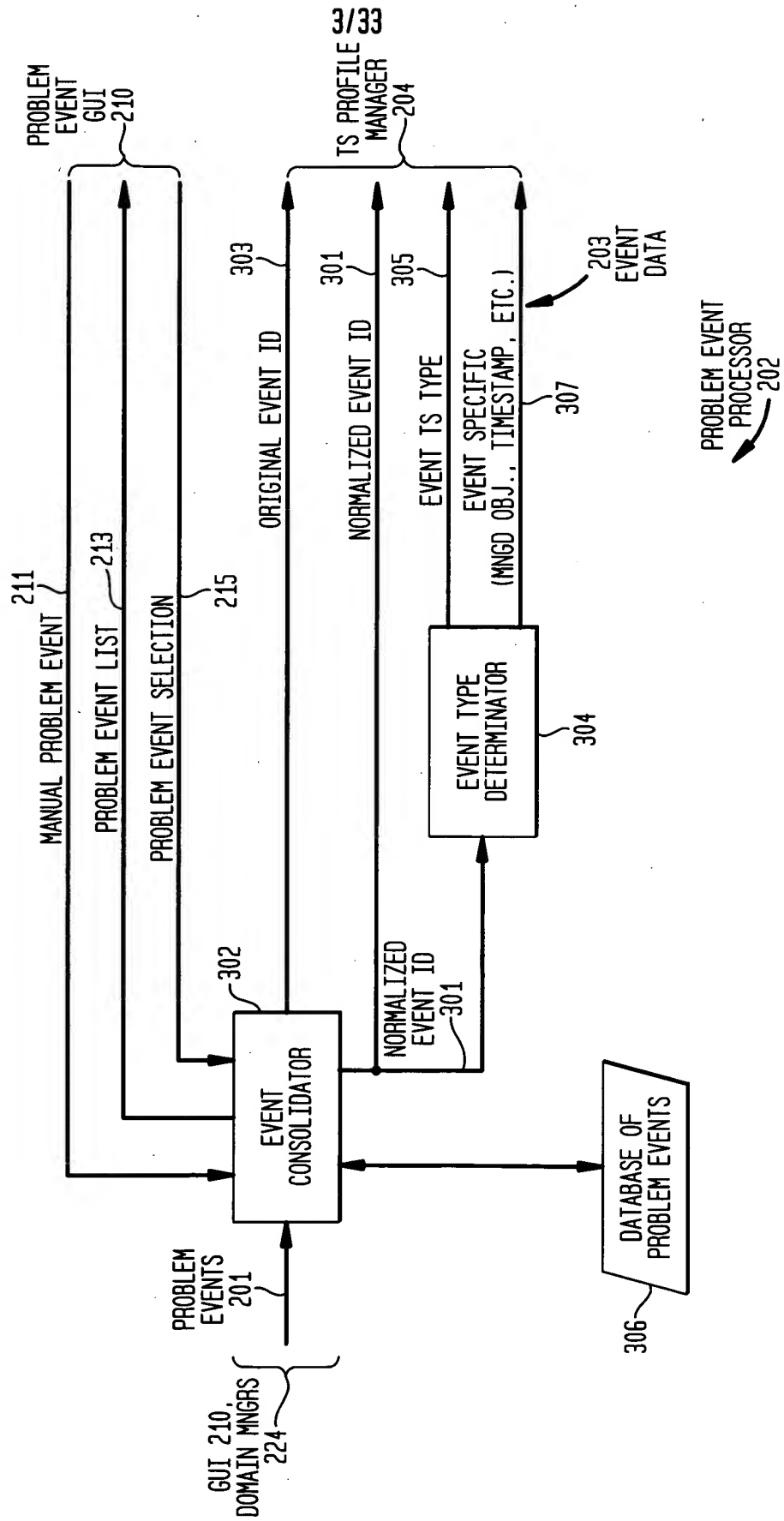


FIG. 4

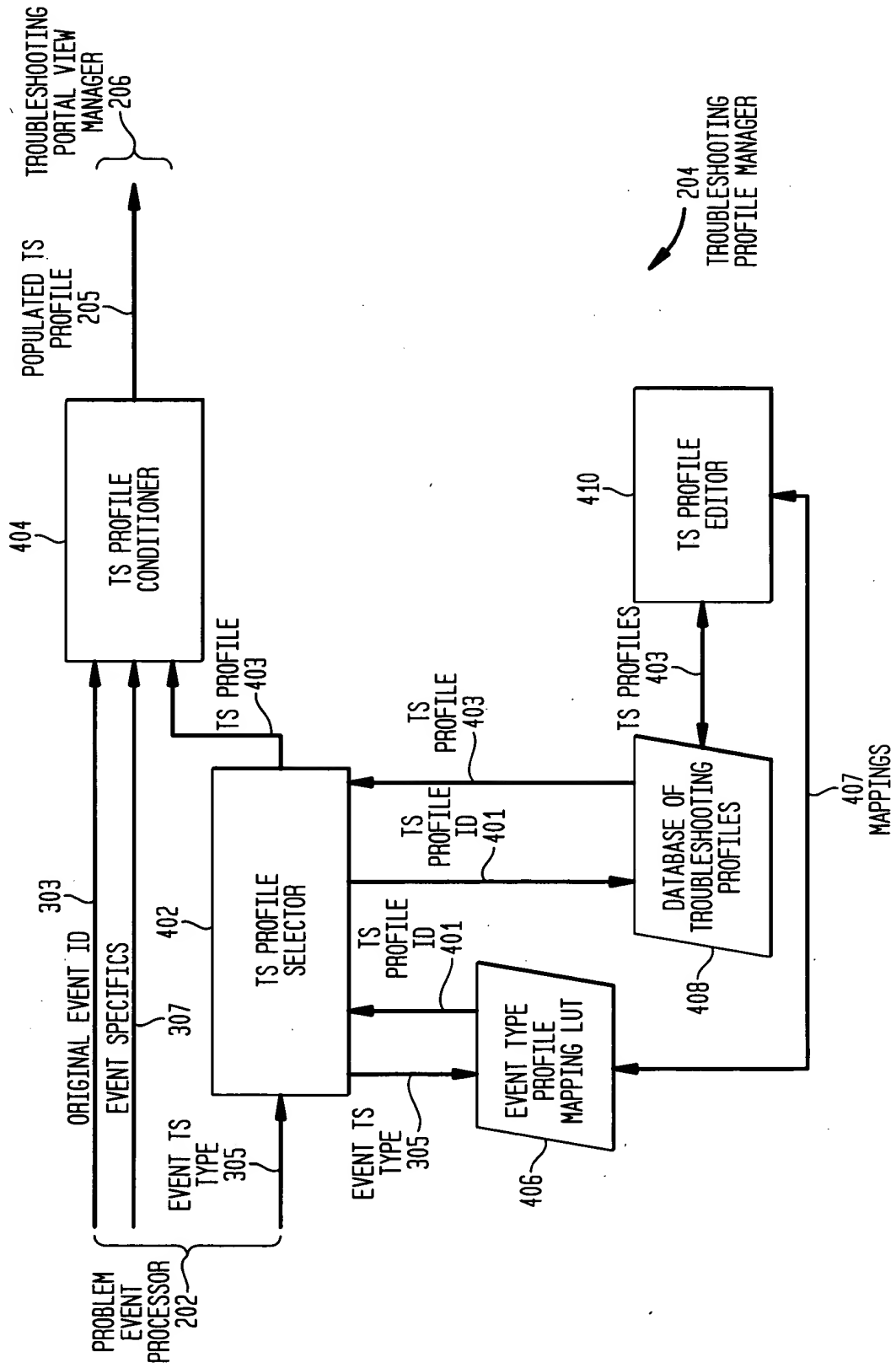


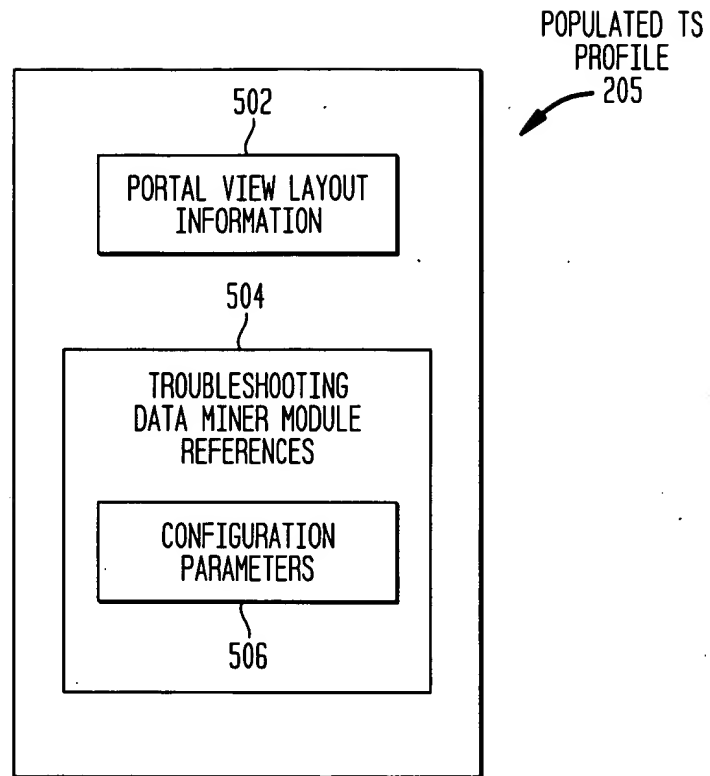
FIG. 5

FIG. 6

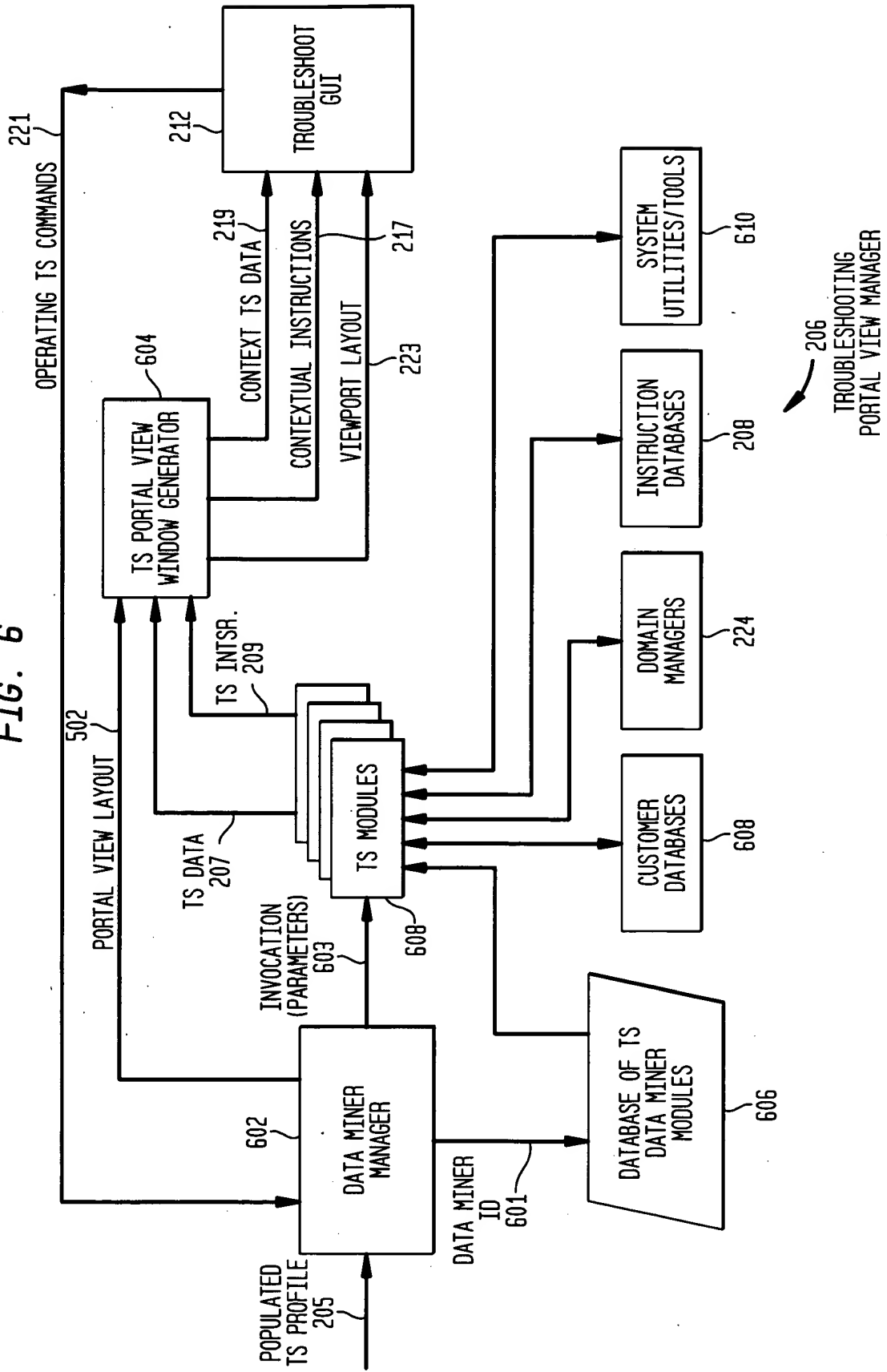


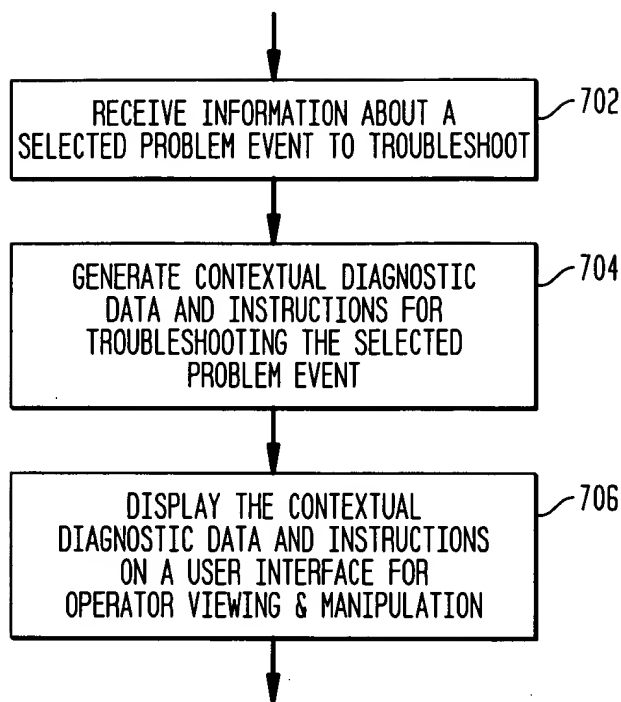
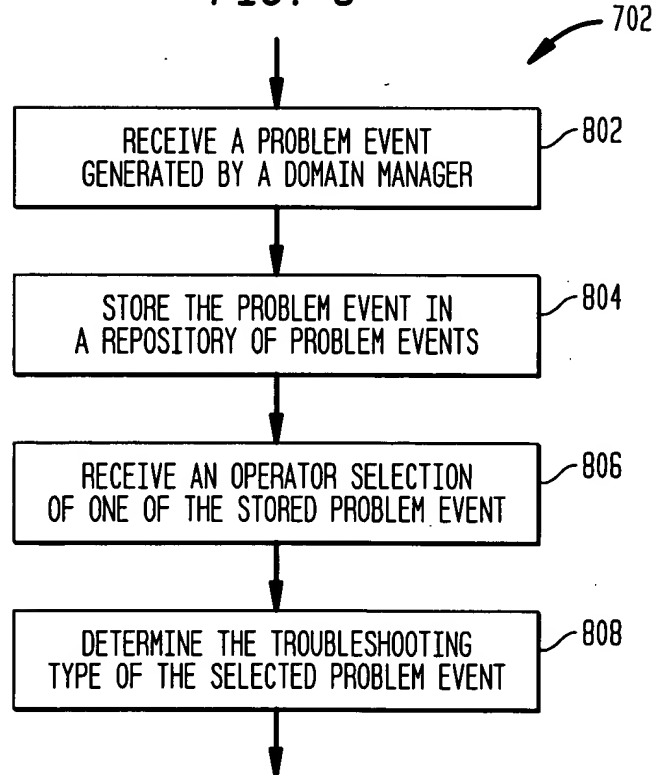
FIG. 7**FIG. 8**

FIG. 9

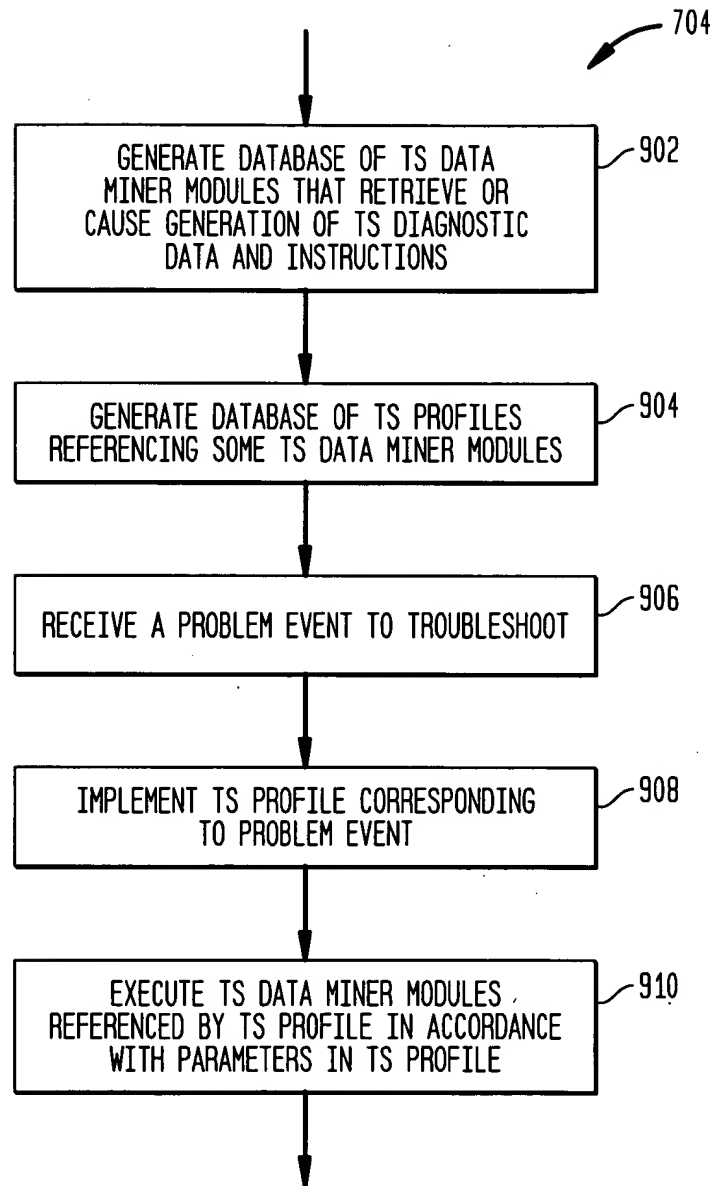


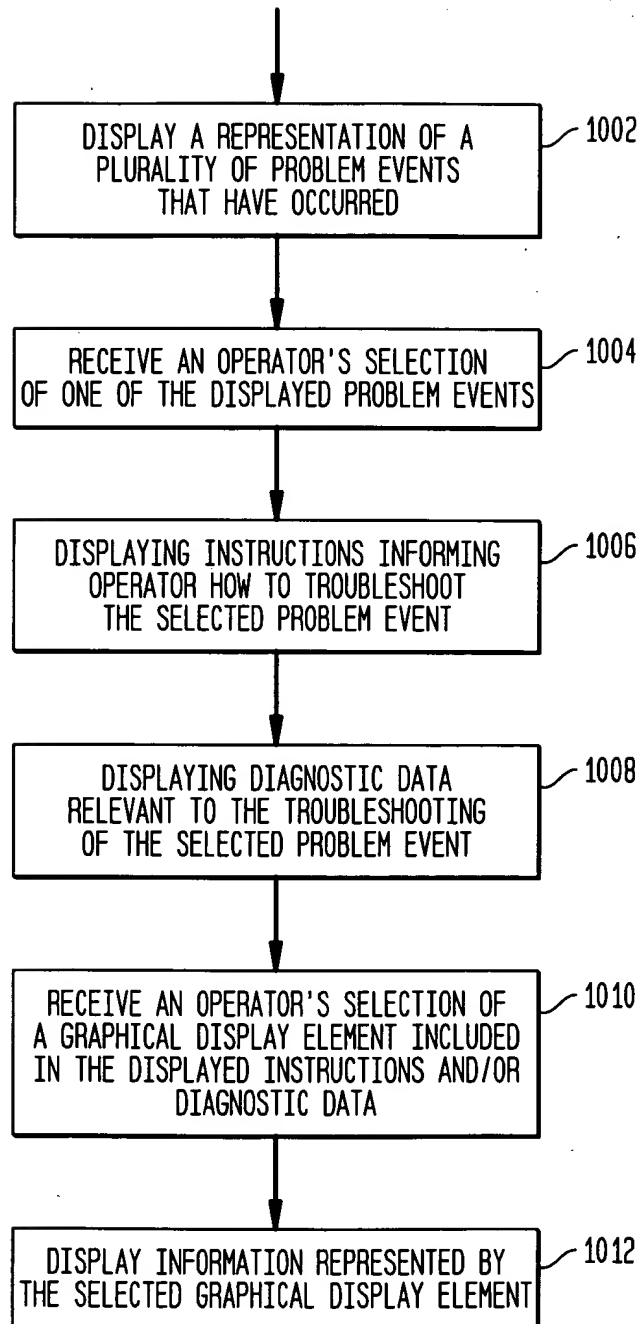
FIG. 10

FIG. 11

EVENT LIST DISPLAY WINDOW

1100

1102

1104

1112A

1112B

1106

1108

1110

Alarms		
E-mail Service		
Wed 14 Mar 2001 12:11:08 AM	mailserver6.acme.com	Node down.
Tue 13 Mar 2001 12:11:08 AM	crazy.cnd.hp.com	Agent in distress: spinning in iftable. Aborting request! Consider unmanaging node.
Mon 12 Mar 2001 12:11:03 AM	crazy.cnd.hp.com	Agent in distress: spinning in iftable. Aborting request! Consider unmanaging node.
Sun 11 Mar 2001 12:11:01 AM	crazy.cnd.hp.com	Agent in distress: spinning in iftable. Aborting request! Consider unmanaging node.
Sun 11 Mar 2001 03:38:43 AM	hpcndlmb.cnd.hp.com	pmd lost contact with subBld: pid 3942 ungracefully disconnected from pmd with 0 pending events: Error on socket #39 src:subBld pid:3942:recvfrom() failed. Connection reset by peer (recv(39, 40) failed:Connection reset by peer (errno:232:ECONNRESET))
Sun 11 Mar 2001 03:38:43 AM	hpcndlmb.cnd.hp.com	pmd lost contact with xmevents: pid 3937 ungracefully disconnected from pmd with 0 pending events: Error on socket #42 src:xmevents pid:3937:recvfrom() failed: Connection reset by peer (recv(42, 40) failed:Connection reset by peer (errno:232:ECONNRESET))
Sun 11 Mar 2001 03:38:43 AM	hpcndlmb.cnd.hp.com	pmd lost contact with ipmap: pid 3941 ungracefully disconnected from pmd with 0 pending events: Error on socket #41 src:ipmap pid:3941:Lost connection with pmd/ovEvent process (application disconnected)
Sun 11 Mar 2001 03:38:42 AM	hpcndlmb.cnd.hp.com	pmd lost contact with subBld: pid 3940 ungracefully disconnected from pmd with 0 pending events: Error on

FIG. 12

FIGURE 12A
FIGURE 12B
FIGURE 12C
FIGURE 12D
FIGURE 12E
FIGURE 12F

TS PROFILE
1200




FIG. 12A

TS PROFILE
1200

```

1  d<?xml version="1.0" encoding="UTF-8"?>
2  <!DOCTYPE PortalView SYSTEM "PortalView.dtd">
3  <PortalView
4    colorScheme="/OvSipDocs/styles/default.css"
5    defaultSheetID="Troubleshoot" refreshRate="3600"
6    showDateTime="yes" showUserName="yes"
7    userName="Any User">
8    <Sheet id="Troubleshoot" title="Connectivity
9    Troubleshooting">
10     <Column width="narrow">
11       <ModuleInstance
12         classid="com.hp.ov.portal.modules.service.SvcCardServ
13         let" display="yes" rollupState="down" id="my6"
14         help="/OvSipDocs/C/help/SvcCard/cardView.htm"
15         title="Impacted Services">
16           <ServiceCard details="no" server="bacchusn">
17             <ServiceRef name="email"/>
18           </ServiceCard>
19         </ModuleInstance>
20         <ModuleInstance
21         classid="com.hp.ov.portal.modules.ovgeneric"
22         display="yes"
23         help="/OvSipDocs/C/help/examples/integ.html"
24         id="Generic100" rollupState="down" title="Impacted
25         Customers">
26           <Generic>
27             <Submodule>
28               <TitleBar title="Gold Customers"/>
29               <EmbeddedHtml
30               data="&lt;strong&gt;VIC1&lt;/strong&gt;"/>
31             </Submodule>
32             <Submodule>
33               <TitleBar title="Silver Customers"/>

```

HEADER
1202VIEW WINDOW
ATTRIBUTES
1204TS MODULE
REFERENCE
1206ATS MODULE
REFERENCE
1206B

FIG. 12B

TS PROFILE
1200

TS MODULE REF
1206B (CONT)

```

34      <EmbeddedHtml
35  data="&lt;strong&gt;Cust1&lt;br&gt;Cust4&lt;br&gt;C
36  ust6&lt;/strong&gt;"/>
37      <Submodule>
38      </Generic>
39  </ModuleInstance>
40  <ModuleInstance
41  classid="com.hp.ov.portal.modules.vpis" display="yes"
42  help="/OvSipDocs/C/help/VPIS/VPISView.html"
43  id="module9" rollupState="down" title="Internet
44  Services">
45      <VPIS days="30" hours="1">
46      <ServiceType availability="yes"
47  availabilityReport="no" name="IMAP4-Email Service"
48  responseTime="no" responseTimeComponents="no"
49  serviceLevelViolations="yes"
50  serviceLevelViolationsReport="no"/>
51      </VPIS>
52  </ModuleInstance>
53  <ModuleInstance
54  classid="com.hp.ov.portal.modules.health"
55  display="yes"
56  help="/OvSipDocs/C/help/nmHealth/healthView.html"
57  id="module25" rollupState="down" title="Network
58  Health">
59      <NetworkHealth showRawData="no"
60  showUnknown="no">
61      <Summary display="yes" displayDepth="3"
62  id="Summary6" title="mailserver6.acme.com Health">
63      <Component href="#IfHealth" vital="no"
64  weight="1"/>
65      <NodeSelection id="Servers" op="AND"
66  title="Servers">
67      <IPHostFilter op="OR">

```

TS MODULE REF
1206C

TS MODULE REF
1206D

FIG. 12C

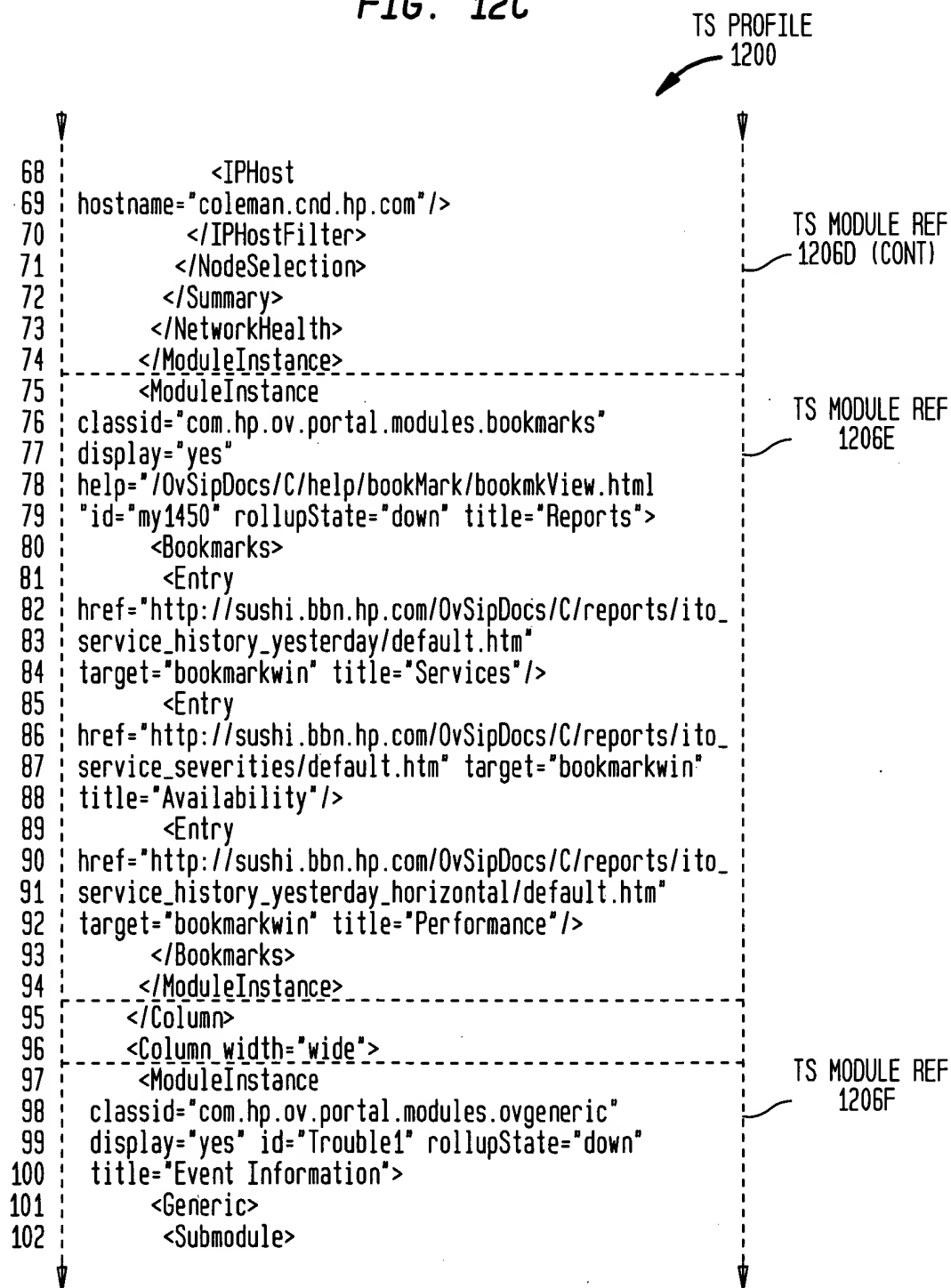


FIG. 12D

TS PROFILE
1200

```

103     <TitleBar title="Event Details"/>
104     <File displayFileInfo="no"
105     fileName="$SIP_HOME_DIRconf/share/events/detailsA
106     "stripHtmlHeader="no" type="text/html"/>
107     </Submodule>
108     <Submodule>
109         <TitleBar title="Event Description"/>
110         <File displayFileInfo="no"
111         fileName="$SIP_HOME_DIRconf/share/events/descript
112         ionA" stripHtmlHeader="no" type="text/html"/>
113         </Submodule>
114         <Submodule>
115             <TitleBar title="Event Instructions"/>
116             <File displayFileInfo="no"
117             fileName="$SIP_HOME_DIRconf/share/events/instructi
118             onsA" stripHtmlHeader="no" type="text/html"/>
119             </Submodule>
120         </Generic>
121     </ModuleInstance>
122     <ModuleInstance
123     classid="com.hp.ov.portal.modules.ovgeneric"
124     display="yes" id="Trouble2" rolupState="down"
125     title="Tools">
126         <Generic>
127             <Submodule>
128                 <TitleBar title="Ping"/>
129                 <File displayFileInfo="no"
130                 fileName="$SIP_HOME_DIRconf/share/events/ping"
131                 stripHtmlHeader="no" type="text/plain"/>
132             </Submodule>
133             <Submodule>
134                 <TitleBar title="Traceroute"/>
135                 <File displayFileInfo="no"
136                 fileName="$SIP_HOME_DIRconf/share/events/tracerou
137                 te" stripHtmlHeader="no" type="text/plain"/>

```

TS MODULE REF
1206F (CONT)TS MODULE REF
1206G

FIG. 12E

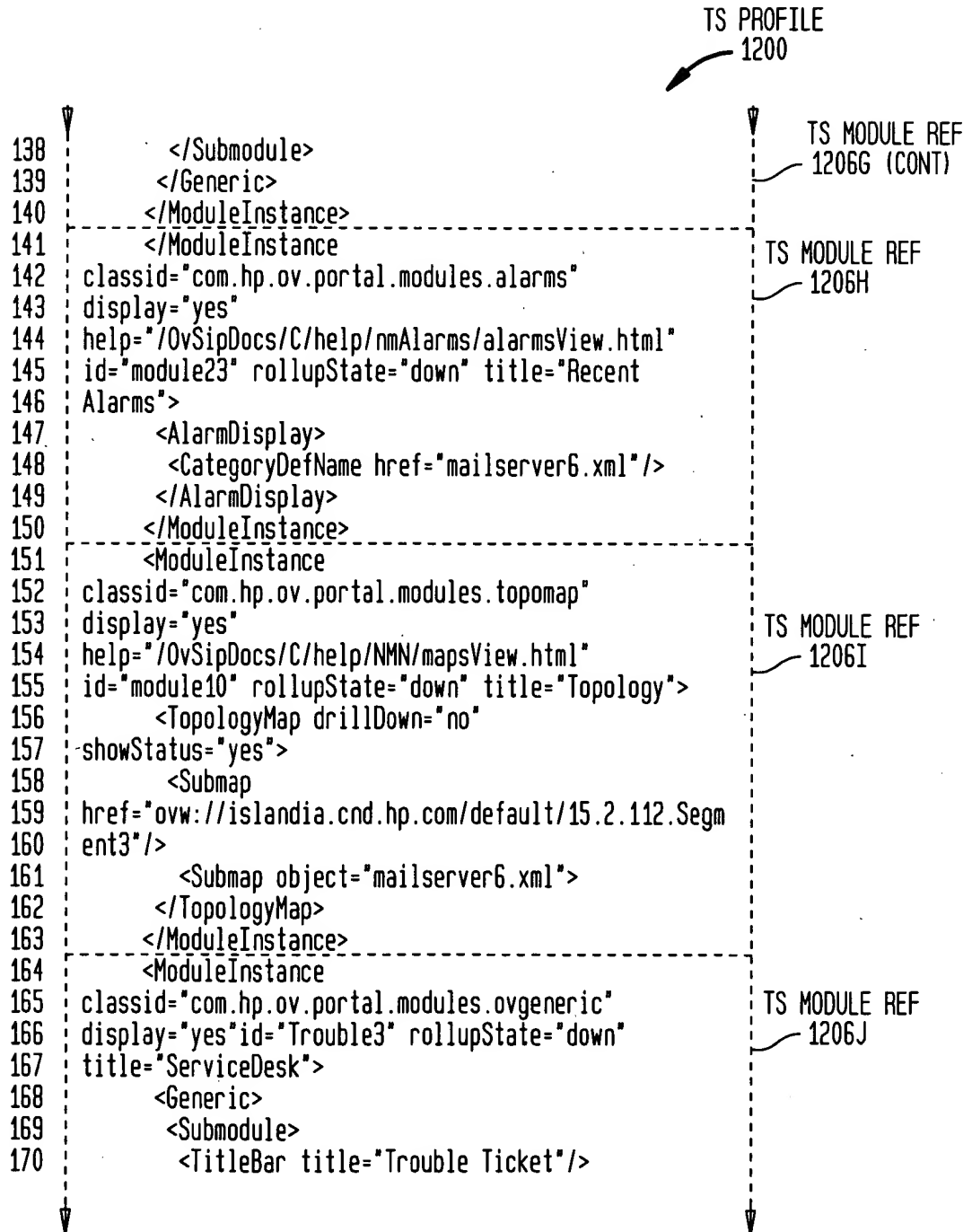
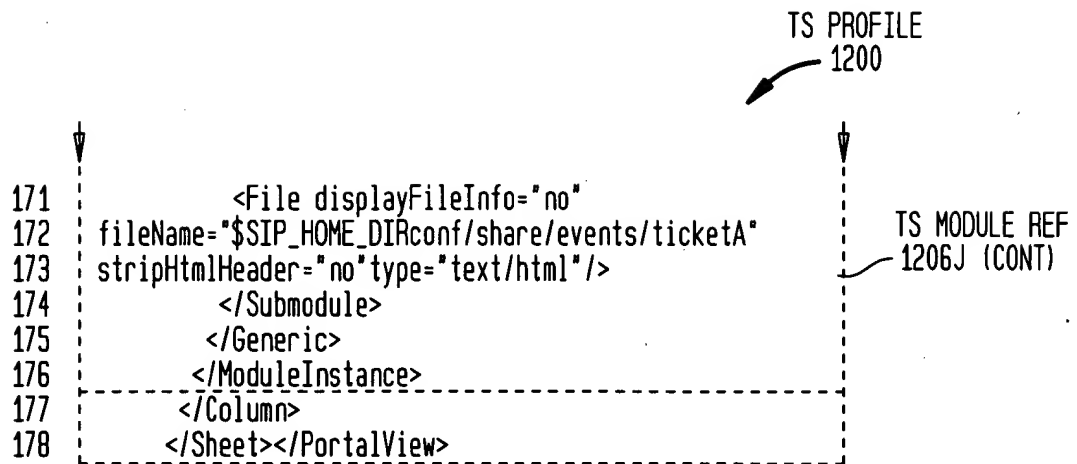


FIG. 12F



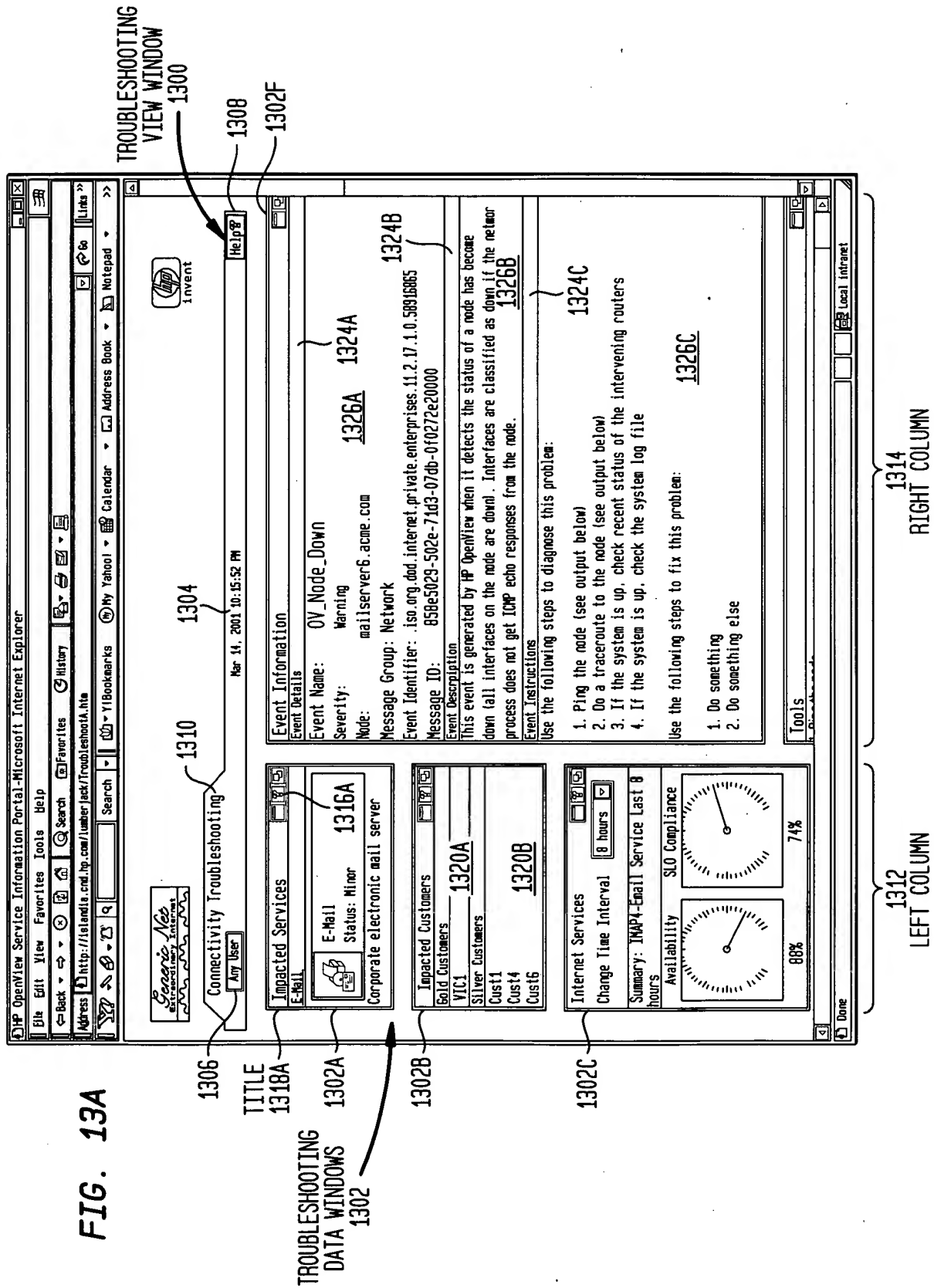


FIG. 13B

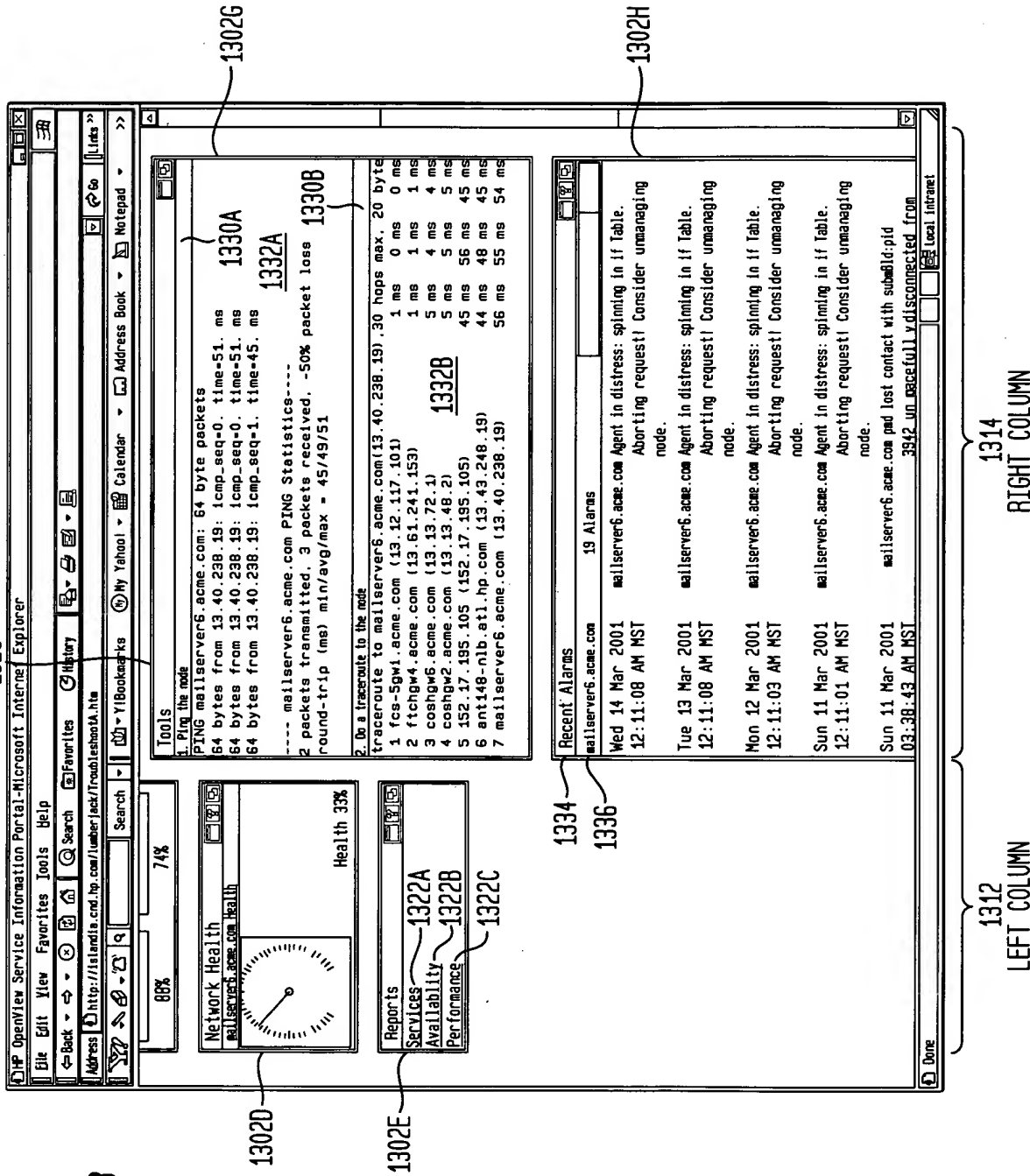


FIG. 13C

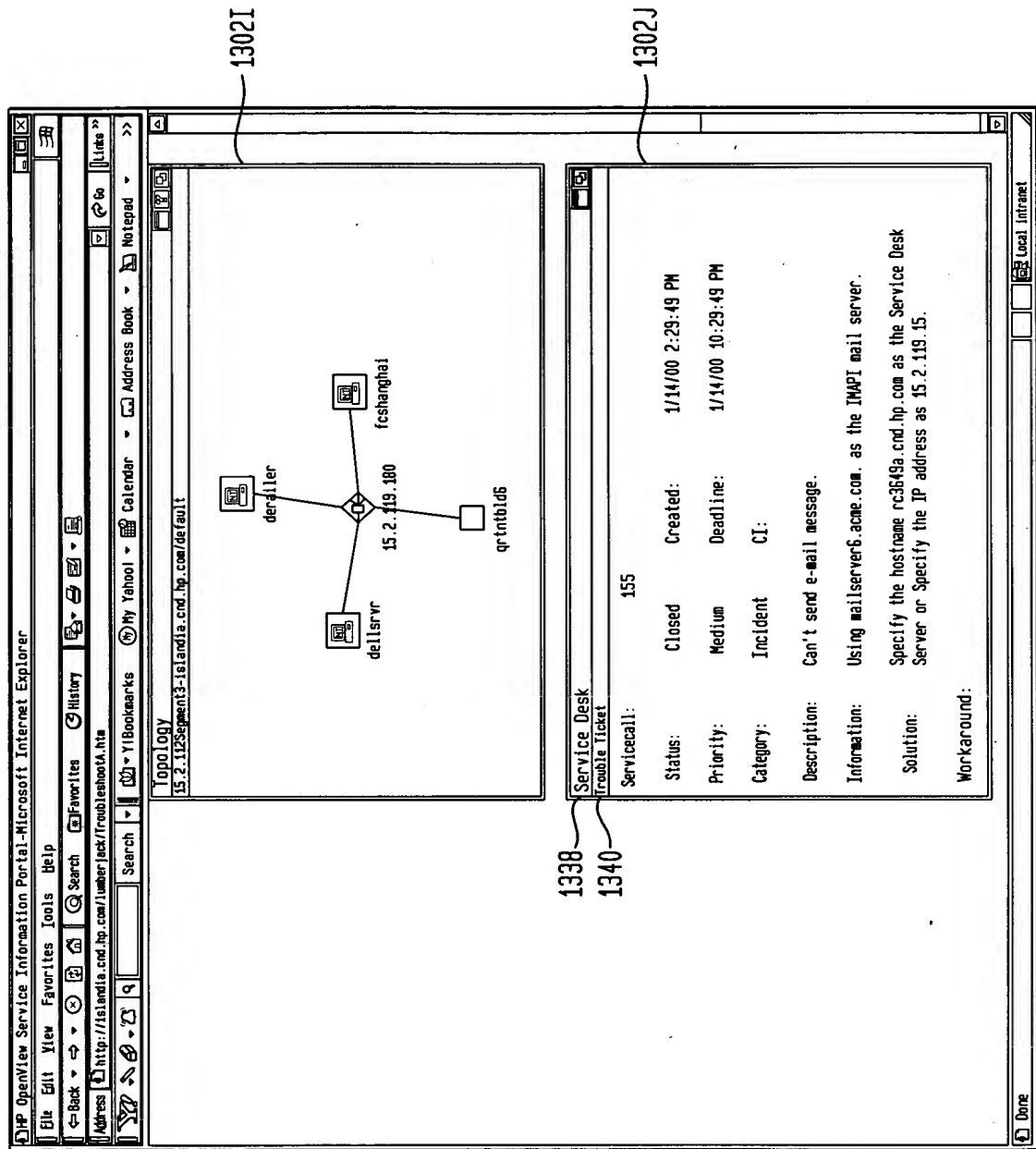


FIG. 14

1402

1404

VIEW WINDOW 1400

1406

HP OpenView Service Information Portal-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://151andia.cnd.hp.com/lumberjack/AlarmListB.htm

Search My Yahoo! My Bookmarks Calendar Address Book Notepad Links

Generic Net

Lumberjack

Mar 14, 2001 8:13:20 PM

Home Help

Alarms

Web Service 52 Alarms

Wed 14 Mar 2001 07:17:11 PM MST	mailserver4.acme.com	Web server response time SIO violation.
Wed 14 Mar 2001 07:16:50 PM MST	fccfowler.cnd.hp.com	Node added
Wed 14 Mar 2001 03:58:05 PM MST	yunker4.cnd.hp.com	Node added
Wed 14 Mar 2001 02:15:52 PM MST	fcc1805701.cnd.hp.com	Node added
Wed 14 Mar 2001 12:12:12 AM MST	r14setup.cnd.hp.com	Node added
Wed 14 Mar 2001 12:10:34 AM MST	mustang.cnd.hp.com	Inconsistent subnet mask 255.0.0.0 on interface lan0, should be 255.255.248.0
Wed 14 Mar 2001 12:01:44 AM MST	pikes.cnd.hp.com	Inconsistent subnet mask 255.0.0.0 on interface lan1, should be 255.255.248.0
Wed 14 Mar 2001 11:40:58 AM MST	tthp167.cnd.hp.com	hayduke.cnd.hp.com reports a new physical address for tthp167.cnd.hp.com, changing from 0x006080005ED0 to 0x00108335FA0
Wed 14 Mar 2001 10:45:00 AM MST	y19setup.cnd.hp.com	Node added
Tue 13 Mar 2001 11:15:53 PM MST	tshp14.cnd.hp.com	Inconsistent subnet mask 255.0.0.0 on interface 15.2.116.12, should be 255.255.248.0
Tue 13 Mar 2001 07:24:38 PM MST	15.2.120.49	Node added

Done Local Intranet

FIG. 15

FIGURE 15A
FIGURE 15B
FIGURE 15C
FIGURE 15D
FIGURE 15E
FIGURE 15F

TS PROFILE
1500



FIG. 15A


TS PROFILE
1500

```

1  <?xml version="1.0" encoding="UTF-8"?>
2  <!DOCTYPE PortalView SYSTEM "PortalView.dtd">
3  <PortalView
4  colorScheme="/OvSipDocs/styles/default.css"
5  defaultSheetID="Troubleshoot" refreshRate="3600"
6  showDateTime="yes" showUserName="yes"
7  userName="Any User">
8
9      <Sheet id="Troubleshoot" title="Troubleshoot">
10         <Column width="narrow">
11             <ModuleInstance
12 classid="com.hp.ov.portal.modules.service.SvcCardServ
13 let" display="yes"
14 help="/OvSipDocs/C/help/SvcCard/cardView.htm"
15 id="my6" rollupState="down" title="Impacted
16 Services">
17         <ServiceCard details="no" server="bacchusn">
18             <ServiceRef name="email"/>
19         </ServiceCard>
20     </ModuleInstance>
21     <ModuleInstance
22 classid="com.hp.ov.portal.modules.ovgeneric"
23 display="yes"
24 help="/OvSipDocs/C/help/examples/integ.html"
25 id="Generic100" rollupState="down" title="Impacted
26 Customers">
27         <Generic>
28             <Submodule>
29                 <TitleBar title="Gold Customers"/>
30                 <EmbeddedHtml
31 data="&lt;strong&gt;VIC2&lt;/strong&gt;"/>
32             </Submodule>
33         </Generic>
34     </ModuleInstance>

```

FIG. 15B

TS PROFILE
1500


```

35     <ModuleInstance
36     classid="com.hp.ov.portal.modules.vpis" display="yes"
37     help="/OvSipDocs/C/help/VPIS/VPISView.html"
38     id="module9" rollupState="down" title="Internet
39     Services">
40         <VPIS days="30" hours="1">
41             <ServiceType availability="no"
42             availabilityReport="no" id="module90" name="HTTP -
43             Web Pages" responseTime="yes"
44             responseTimeComponents="no"
45             serviceLevelViolations="yes"
46             serviceLevelViolationsReport="no"/>
47         </VPIS>
48     </ModuleInstance>
49     <ModuleInstance
50     classid="com.hp.ov.portal.modules.health"
51     display="yes"
52     help="/OvSipDocs/C/help/nmHealth/healthView.html"
53     id="module25" rollupState="down" title="Network
54     Health">
55         <NetworkHealth showRawData="no"
56         showUnknown="no">
57             <Summary display="yes" displayDepth="3"
58             id="Summary6" title="webserver4.acme.com Health">
59                 <Component href="#IfHealth" vital="no"
60                 weight="1"/>
61                 <Component href="#CiscoCpuUtil"
62                 vital="no" weight="1"/>
63                 <NodeSelection id="Routers" op="AND"
64                 title="Routers">
65                     <IPHostFilter op="OR">
66                         <IPHost
67                         hostname="coleman.cnd.hp.com"/>
68                     </IPHostFilter>
69                 </NodeSelection>

```


FIG. 15C

TS PROFILE
1500

```

70         </Summary>
71         </NetworkHealth>
72         </ModuleInstance>
73         <ModuleInstance
74         classid="com.hp.ov.portal.modules.bookmarks"
75         display="yes"
76         help="/OvSipDocs/C/help/bookMark/bookmkView.html
77         "id="my1450" rollupState="down" title="Reports">
78             <Bookmarks>
79                 <Entry
80                 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
81                 service_history_yesterday/default.htm"
82                 target="bookmarkwin" title="Services"/>
83                 <Entry
84                 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
85                 service_severities/default.htm" target="bookmarkwin"
86                 title="Availability"/>
87                 <Entry
88                 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
89                 service_history_yesterday_horizontal/default.htm"
90                 target="bookmarkwin" title="Performance"/>
91             </Bookmarks>
92         </ModuleInstance>
93         </Column>
94         <Column width="wide">
95             <ModuleInstance
96             classid="com.hp.ov.portal.modules.ovgeneric"
97             display="yes" id="Trouble1" rollupState="down"
98             title="Event Information">
99                 <Generic>
100                 <Submodule>
101                 <TitleBar title="Event Details"/>
102                 <File displayFileInfo="no"
103                 fileName="$SIP_HOME_DIRconf/share/events/detailsB
104                 "stripHtmlHeader="no" type="text/html"/>

```

FIG. 15D

TS PROFILE

1500

```

105         </Submodule>
106         <Submodule>
107             <TitleBar title="Event Description"/>
108             <File displayFileInfo="no"
109 fileName="$SIP_HOME_DIRconf/share/events/descript
110 ionB"stripHtmlHeader="no"type="text/html"/>
111         </Submodule>
112         <Submodule>
113             <TitleBar title="Event Instructions"/>
114             <File displayFileInfo="no"
115 fileName="$SIP_HOME_DIRconf/share/events/instruci
116 onsB"stripHtmlHeader="no"type="text/html"/>
117         </Submodule>
118     </Generic>
119 </ModuleInstance>
120 <ModuleInstance
121 classid="com.hp.ov.portal.modules.ovgeneric"
122 display="yes" id="Trouble2" rollupState="down"
123 title="Tools">
124     <Generic>
125         <Submodule>
126             <TitleBar title="Ping"/>
127             <File displayFileInfo="no"
128 fileName="$SIP_HOME_DIRconf/share/events/pingB"
129 stripHtmlHeader="no"type="text/plain"/>
130         </Submodule>
131         <Submodule>
132             <TitleBar title="Traceroute"/>
133             <File displayFileInfo="no"
134 fileName="$SIP_HOME_DIRconf/share/events/tracerou
135 teB"stripHtmlHeader="no"type="text/plain"/>
136         </Submodule>
137     </Generic>
138 </ModuleInstance>

```

FIG. 15E

TS PROFILE

1500


```

139      <ModuleInstance
140      classid="com.hp.ov.portal.modules.vpis" display="yes"
141      help="/OvSipDocs/C/help/VPIS/VPISView.html"
142      id="module10" rollupState="down" title="Internet
143      Services">
144          <VPIS days="30" hours="1">
145              <ServiceType availability="no"
146              availabilityReport="yes" id="module100" name="HTTP
147              - Web Pages" responseTime="no"
148              responseTimeComponents="yes"
149              serviceLevelViolations="no"
150              serviceLevelViolationsReport="yes"/>
151          </VPIS>
152      </ModuleInstance>
153      <ModuleInstance
154      classid="com.hp.ov.portal.modules.alarms"
155      display="yes"
156      help="/OvSipDocs/C/help/nmAlarms/alarmsView.html"
157      id="module23" rollupState="down" title="Recent
158      Alarms">
159          <AlarmDisplay>
160              <CategoryDefName href="webserver4.xml"/>
161          </AlarmDisplay>
162      </ModuleInstance>
163      <ModuleInstance
164      classid="com.hp.ov.portal.modules.ovgeneric"
165      display="yes" id="Trouble3" rollupState="down"
166      title="Service Desk">
167          <Generic>
168              <Submodule>
169                  <TitleBar title="Trouble Ticket"/>
170                  <file displayFileInfo="no"
171                  fileName="$SIP_HOME_DIRconf/share/events/ticketB"
172                  stripHtmlHeader="no" type="text/html"/>
173              </Submodule>

```

FIG. 15F

TS PROFILE
1500



```
174         <Submodule>
175             <TitleBar title="Trouble Ticket"/>
176             <File displayFileInfo="no"
177 fileName="$SID_HOME_DIRconf/share/events/ticketC"
178 stripHtmlHeader="no" type="text/html"/>
179         </Submodule>
180     </Generic>
181 </ModuleInstance>
182 </Column>
183 </Sheet></PortalView>
```

FIG. 16A

29/33

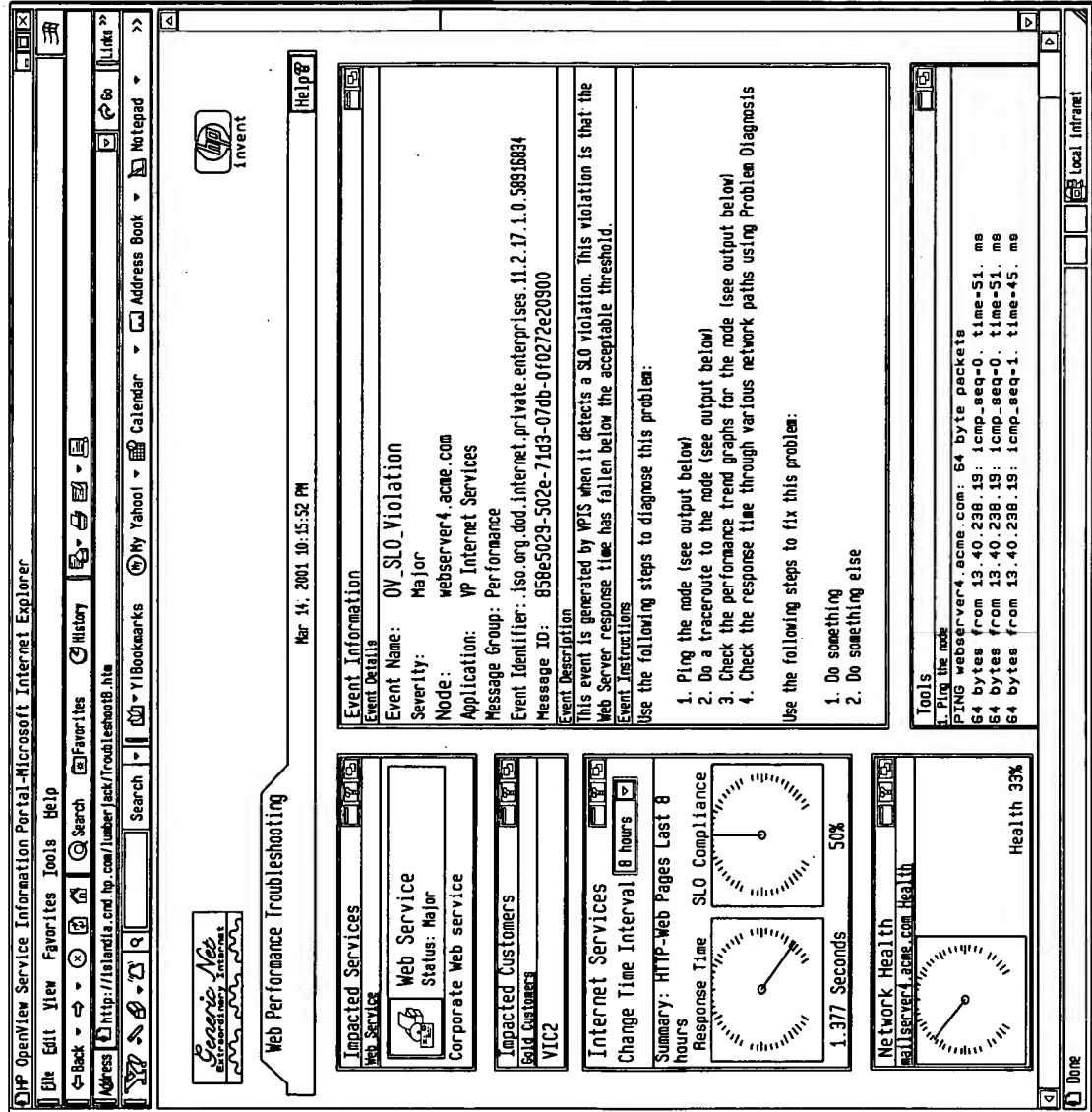


FIG. 168

30/33

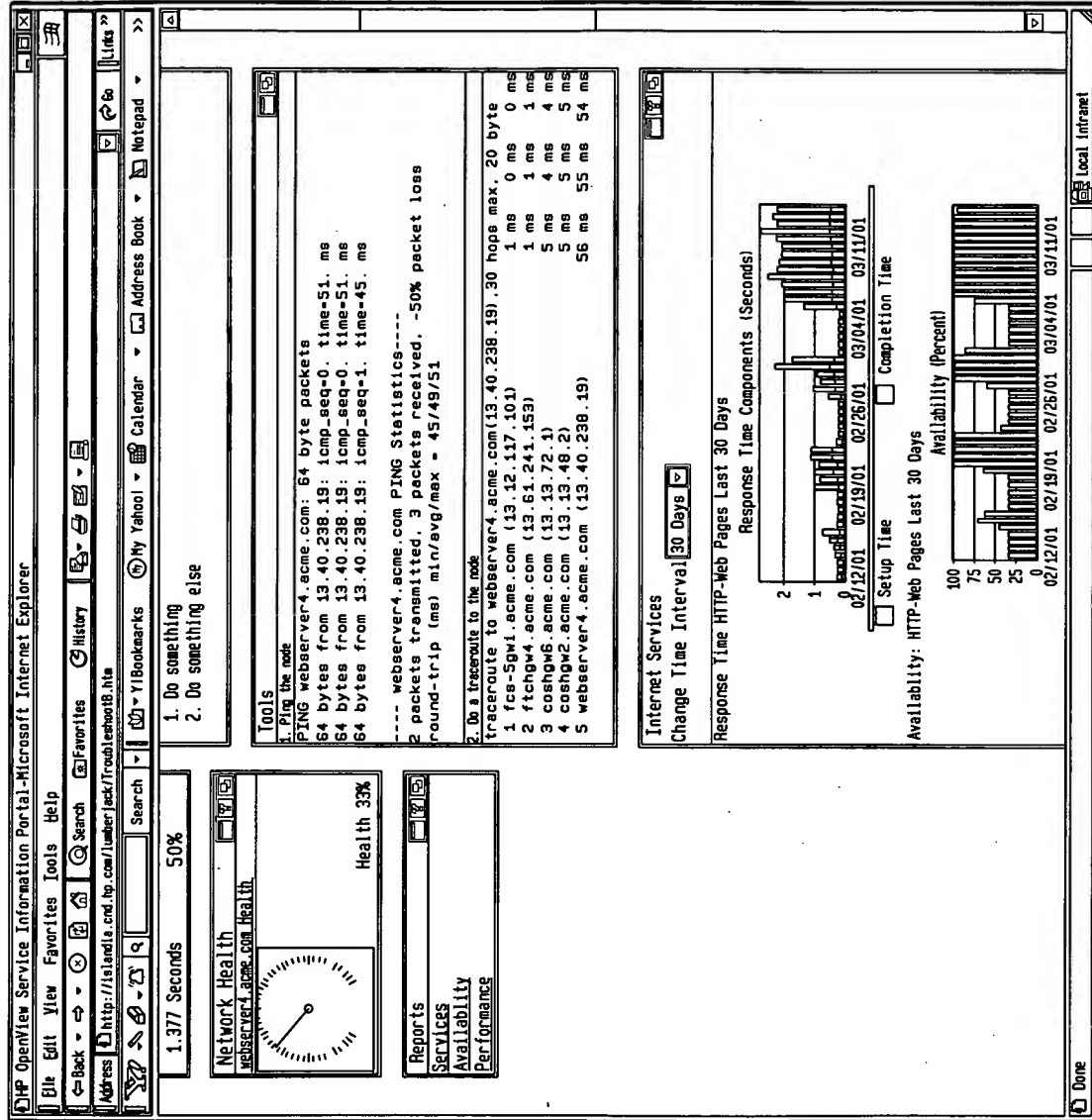


FIG. 16C

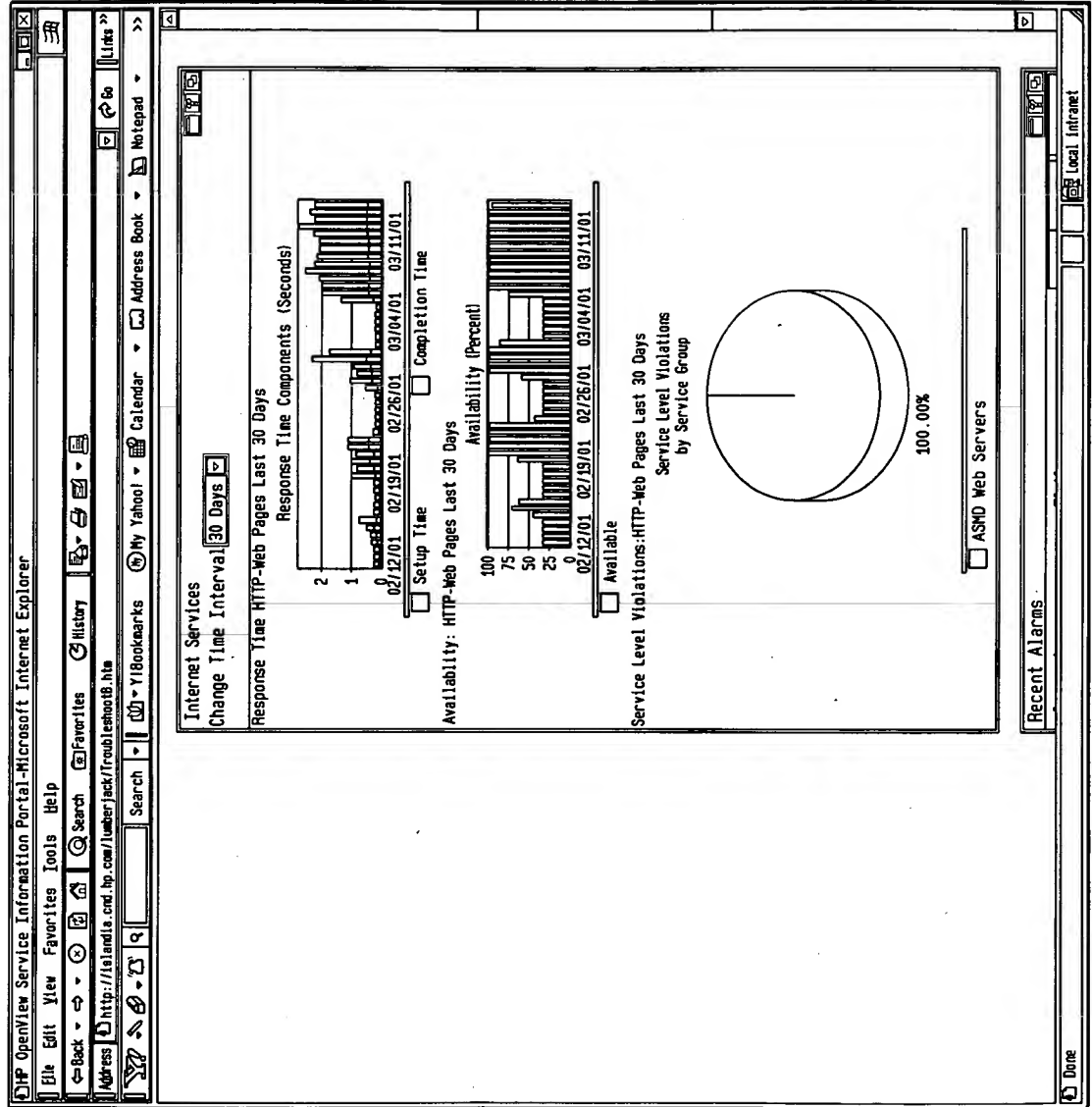


FIG. 16D

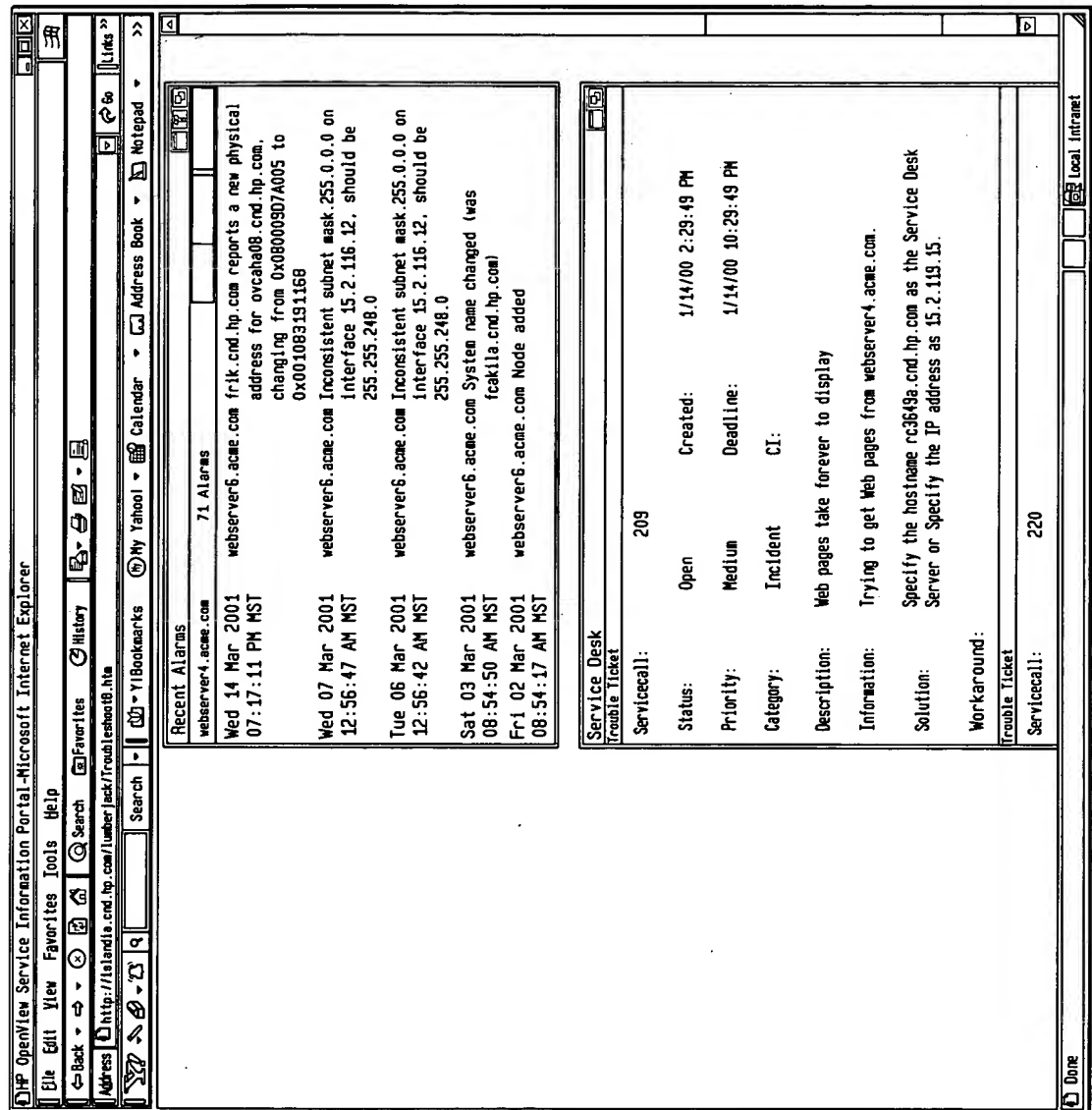


FIG. 16E

